IT Support Specialist
IT Services

Closing date: 29 April 2019
Interview date: 17 May 2019
Vacancy reference: 7552
INTRODUCTION

The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives; all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. As a Directorate we strive to provide the best student and staff experience via a strong customer focus and a commitment to continuous improvement. We value collaboration with colleagues both within the department and across the University. We are proud to hold, and have maintained, the Customer Service Excellence accreditation which we first attained in 2014.

All staff share responsibility for and contribute to the success of the overall service. We want you to contribute to service improvement, working in an environment of mutual respect and openness. We strongly encourage all staff to engage in a process of continual review - both of their own work and that of colleagues; making suggestions for change to ensure that we continue to develop and enhance our services to meet the requirements of all our users.

This will also involve the setting of service standards and monitoring these to ensure our success. In developing and delivering services you will be directly contributing to both the Information Strategy and the University Strategy and as a collegiate organisation we welcome your contribution.
We are looking for a highly motivated, enthusiastic and technically capable individual to join the Desktop & Printing Services team. Candidates who can demonstrate a strong mix of excellent customer focus and technical knowledge will have a distinct advantage.

Key responsibilities (Role holders will be required to undertake some or all of the duties below)

- To provide first line IT help, advice, problem solving and fault resolution by telephone and e-mail
- To provide in person help via a specialist appointment booking service.
- To log all incidents and to liaise with other members of IT Services and other departmental staff to ensure their effective resolution.
- To perform specialist duties in order to assist the IT Support Manager in the smooth running and development of the IT Support Office.
- To participate in projects in order to contribute to continuous service improvement.
- The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post as required by the Director of Information or Deputy Directors.
- Other features of the job:

  The post holder may be required to work outside normal hours or at the weekend or on bank holidays to provide additional services for users at key times.
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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Qualified to ‘A’ level standard or equivalent experience</td>
<td>Essential</td>
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<tr>
<td>Qualified to Degree standard</td>
<td>Desirable</td>
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<td>ITIL Foundation Course certificate or equivalent</td>
<td>Desirable</td>
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<td>Microsoft accredited course certificate</td>
<td>Desirable</td>
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<th>Knowledge</th>
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<td>Good working knowledge of a networked Microsoft Windows operating environment</td>
<td>Essential</td>
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<td>Good working knowledge of standard applications software, in particular the Microsoft Office suite</td>
<td>Essential</td>
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<td>Good working knowledge of laptops and mobile devices and their configuration</td>
<td>Essential</td>
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<td>Working knowledge of non-Windows operating systems such as Linux and Mac OS</td>
<td>Desirable</td>
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<td>Experience of using and supporting Google Apps for Education</td>
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<th>Skills, abilities and competencies</th>
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<td>Excellent verbal communication skills</td>
<td>Essential</td>
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<td>Able to explain concepts in simple terms to users from non-technical backgrounds</td>
<td>Essential</td>
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<td>Able to use initiative in problem solving</td>
<td>Essential</td>
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<td>Able to log information in an efficient and accurate manner</td>
<td>Essential</td>
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<td>Excellent time management and organisational skills</td>
<td>Desirable</td>
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<th>Experience</th>
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<td>Experience of delivering first line customer support</td>
<td>Essential</td>
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<td>Working in first line support on an IT Service Desk</td>
<td>Desirable</td>
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<th>Personal attributes</th>
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<td>Confident with good interpersonal skills</td>
<td>Essential</td>
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<td>Ability to work with people in-person and over the telephone</td>
<td>Essential</td>
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<td>Able to handle pressure and cope with interruptions to the task in hand</td>
<td>Essential</td>
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<td>Able to work as part of a team but also to work independently as necessary</td>
<td>Essential</td>
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<tr>
<td>A service-oriented approach with a commitment to high quality customer service</td>
<td>Essential</td>
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The Information Services is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives all are designed to support the teaching, learning and research aims of the University and help to deliver our strategies. More information about each of the Directorates areas is given below.

**IT Services (ITS)**

Information Technology is fundamental to the teaching and research success of the University as well to its day to day operations. ITS provides technology services to the whole University: staff, students and visitors. We aim to deliver services which are secure, reliable, easy to use and resilient. We strive to develop new services to meet changing needs and to keep pace with technological advances.

We support over 7,000 centrally managed PCs, installed into classrooms for student use and in offices for staff. More than 200 items of PC software are available, including standard office applications and specialist software to support teaching and research. We also have a managed Linux and Mac desktop service, a Windows based laptop loan service for students and support most other modern platforms. Our centrally managed Print, Copy and Scan service (York Print Plus) is available across the University in all departments and student areas and supports printing from wireless devices, scan to email and traditional photocopying.

For researchers we offer a large high performance computing (HPC) super-computer cluster with 7,500 cores and 2.5Pb of storage along with an ISO27001 certified environment for working on sensitive datasets. We combine this with support that covers everything from optimising code to advice on data handling, security or any other IT aspects of a research project.

In addition, we are responsible for providing the technical infrastructure underpinning many of the Universities corporate information systems such as the VLE, web site, Student Record and Finance systems. Our software development and project teams are working on a range of exciting projects that aim to modernise digital services across the entire organisation. IT Services take a lead across project management, business analysis and solution/software design supporting change across teaching, research and administrative services.
THE DEPARTMENT

Library Services

The Library offers a wide range of services and extensive collections to support the Teaching, Learning and Research of the University with a strong focus on customer service and continuous service improvement. With over 1400 study spaces we provide a wide range of study environments including quiet reading areas, flexible group study, specialist research areas, bookable group and individual rooms and PC classrooms. The University Library complex includes the JB Morrell Library, the Raymond Burton Library for Humanities Research, the Borthwick Institute for Archives and the Harry Fairhurst building on the Heslington West campus and is open 24 hours a day, 7 days a week, 362 days a year.

We have a library available at the King’s Manor in the centre of York and we are responsible for running York Minster Library, under a partnership agreement with the Dean and Chapter.

The Borthwick Institute for Archives

The Borthwick is one of the biggest archive repositories outside London. Founded in 1953, we have collected archives from all around the world, from the 12th century to the present day. Our users include academic researchers and a large number of public visitors, and our staff contribute to academic teaching in many departments across the University.

We also provide records management services for the University.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding multiple awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit [www.visityork.org](http://www.visityork.org) for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 7552
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 29 April 2019

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to Jo Loftus, IT Support Office Manager, on 01904 324779 or at jo.loftus@york.ac.uk

If you have any questions about your application, contact the HR Services team:

  recruitment@york.ac.uk
  +44 (0)1904 324835